**<local authority> Homelessness Forum Survey Results**

* This is based on a sample of x respondents.
* Percentages have been calculated based on the number of respondents for the question (there may be rounding)

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| --- | --- | --- | --- | --- |
| Prior knowledge and expectations | **Very Good** | **Good** | **Not Good** | **None** |
| How would you rate your knowledge of the support on offer from the homeless service? N=x | x% (#) | x% (#) | x% (#) | x% (#) |

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| --- | --- | --- | --- | --- | --- |
|  Referrals to the service | **Yes** | **No** |  |  |  |
| Do you direct people to the service for support? N=x | x% (#) | x% (#) |  |  |  |
|  | **As soon as identify issue** | **Meet legal definition** | **Can no longer support them** | **Meet criteria for enhanced support** | **Other** |
| When do you direct people to the service for support? N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
|  | **Yes** | **No** | **Sometimes/Depend** |  |  |
| Do you offer to contact the service on their behalf? N=x | x% (#) | x% (#) | x% (#) |  |  |
| Do you offer to visit with them? N=x | x% (#) | x% (#) | x% (#) |  |  |
| Do you provide customers with advice about their housing issue before directing them to us? N=x | x% (#) | x% (#) | x% (#) |  |  |
| Do you continue to work with customers after directing them to us? N=x | x% (#) | x% (#) | x% (#) |  |  |

**Type of advice they provide**

* Discussing people’s options and what is available to them (n=x)
* Informing them about the homelessness service, what will happen and what they can expect (n=x)
* Signposting them to relevant services, sometimes making referrals (n=x)
* Some provide specific advice about the CBL and accessing the private rented sector (n=x)
* Provide ongoing advice throughout the process once they have started engaging with the homelessness service

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| --- | --- | --- | --- | --- | --- |
| First contact with the homeless service [organisation] | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
|  “We are able to access the service using a channel and time that suits us” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
|  “We can explain our reason for contacting and make ourselves understood” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “We are treated with respect and courtesy” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “There is a clear outcome at the end of the initial contact” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
|  “I know what I need to do next (if anything)” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| We are happy with the outcome of the initial contact N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| Information we provide at the initial contact is not asked for again N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

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| --- | --- | --- | --- | --- | --- |
| First contact with the homeless service [client] | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
|  “The opening times of the housing office suit them” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
|  “The environment in the waiting room is comfortable” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “They are treated with respect when they first approach the housing office” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| “They can explain their situation confidentially at the housing office” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
|  “They are able to make themselves understood” N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

|  |  |  |
| --- | --- | --- |
|  Referrals from the service | **Yes** | **No** |
| Do you receive referrals from the homelessness service? N=x | x% (#) | x% (#) |
| If yes, does the referral process work at the moment for your organisation? N=x | x% (#) | x% (#) |
|  | **Tell people** | **Link them in** |
| If yes, how are these referrals made? N=x | x% (#) | x% (#) |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Information and advice (quality) | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly Disagree** |
| Accessible N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
|  Accurate N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| Clear & Concise N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |
| Practical N=x | x% (#) | x% (#) | x% (#) | x% (#) | x% (#) |

|  |  |  |
| --- | --- | --- |
| Please select any gaps in our provision of advice and information N=x |   |  |
| The way the process works | # | x% |
| Advice tailored to specific groups | # | x% |
| Things people can do to help themselves | # | x% |
| What our service can offer | # | x% |
| Advice on preventing homelessness | # | x% |
| Advice on relieving homelessness | # | x% |
| People’s legal rights and entitlements | # | x% |
| Local services available | # | x% |

**People’s experiences**

Positive Cases

Positive case examples were based primarily on:

Negative Cases

Negative case examples were more varied and covered:

Most frustrating about the current process

Varied frustrations including:

Most helpful with current process

Key themes that partner organisations find helpful in current process:

**About participants**